



## CUSTODIAL SERVICES SUPERVISOR

---

### Mission

- Promotes student learning by coordinating safe, clean and efficient facilities district-wide.
- Ensures prudent use of District resources by effectively training and managing staff and strategic deployment of fiscal resources taking advantages of all costs savings options available.

### Position Summary

The Custodial Services Supervisor (CSS) manages the daily operations of the District's custodial staff. Approximately one half of the employee's time is spent coordinating, directing, scheduling, training, coaching and evaluating the work of custodial staff and the balance of the time performs supervisory custodial duties as assigned. The Custodial Supervisor will assure efficient operations meet the needs of school staff and the public. This position has a significant amount of contact with people, requiring public and human relations skills, flexibility of nature and effective oral and written communication skills. The Custodial Supervisor serves as the primary contact person for custodial staff and community members. This position requires the use of independent judgment to deal with a variety of unanticipated problems and concerns.

Supervises all custodial employees, including substitute, seasonal and temporary employees. All school employees have some responsibility for supervising students and assisting in maintaining a safe environment. The CSS manages a budget of approximately \$5M; develops staffing strategies. The CSS is on call 24/7.

### Supervisory Relationship

The CSS reports to the Director and supervise the work of approximately 8060 employees in the Custodial care of 40 different work sites: Administrative Assistant, Lead Custodian, Custodial Maintenance Coordinator II, Custodial Maintenance Coordinator I, Custodial technician, IMP Specialist, Custodian, Substitute Custodian, Lead Custodian,

### Essential Functions

- **Budget Management:**  
Manages \$5 million budget for personnel, supplies and equipment. Manages monthly payroll tracking and processing; substitute employee account; overtime account for security call out, emergencies, rental needs, and instructional needs. Reconciles FTE allocations

Collaborates with the purchasing department in the development of contract specifications for custodial supplies and equipment. Tests and evaluates custodial supplies and equipment. Manages "just-in-time" supply contract with Coastwide

Industries. Approves all department purchases; manages equipment funds; monitors, evaluates, and participates in corrective changes in contracts; acts as purchasing agent for sites during winter, spring and summer breaks.

Ensures equipment is functioning correctly so that employees can job duties as needed.

- **Managing and Supervising Employees':**
  - Evaluates the quality, quantity and outcome of work and tasks assigned to employees and vendors. Evaluates procedural changes makes recommendations to sites on a wide range of issues. Manages and coordinates different staffing strategies to insure proper work outcome.
  - Manages and approves employee leave requests and data entry accordingly. Dispatches substitute custodians as needed, 4:30am through 11:30pm.
  - Submits staffing requisitions to HR for custodial positions as needed. Reviews applicant pool, interviews and approves new hires. Orients new employees to the department. Arranges for employee transfers and transfer time lines. Arranges for placement of RIF'd employees. Screens all applicants for substitute positions and hires new employees.
  - Manages new custodial employee orientation (3 days) and training in procedures, products and expectations. Manages yearly safety training and yearly inter-district custodial training school.
  - Counsel employees about work performance, reviewing quality and quantity of work performed. Employee deficiencies are approached with employee and district needs in mind. Investigation of events and circumstances that surround deficiencies are pursued. Employees are counseled on improvement required. Evaluation forms are utilized to quantify and hone in on specific issues. Works in conjunction with HR and site administrators to clarify deficiencies and identify solutions. If deficiencies are not satisfied, conversations are scheduled with union representation, directives given, discipline administered up to and including recommendations to terminate employment.
  
- **Communication:**

Manages information sharing about products, equipment and industry changes. "Bullet" messages with timely information such as cold weather procedures just prior to cold weather setting in, are necessary to insure successful school operations. Edits quarterly custodial newsletter. Manages or writes updates to Custodial Manual. Writes and distributes budget information relevant to staff supervised. Maintains library of periodicals and books as reference material for custodial operations. Serves as resource for district-wide communications surrounding communicable sickness outbreaks and appropriate response actions and precautions.
  
- **Employee Safety:**
  - Manages employee safety training and maintains legally required training records. Develops site inspection forms. Manages custodial injured workers and

preferred worker program in concert with Risk Management. Insures safety equipment is available and safety rules are observed.

- Work is in conjunction with Risk Management and injured employees to develop cleaning and site modification strategies to return permanently injured/disabled employees to regular employment.
- **Team Cleaning:**  
Develops the process, materials and procedures to manage custodial team cleaning of about 3 million sq. ft. of interior building space. This includes developing procedures to estimate daily personnel availability, coordinate activities of regional cleaning staff, plan and purchase equipment, organize equipment repair, communicate with principals and custodial staff cleaning schedules and flow charts, manage absences, develop strategies for supply delivery, develop cleaning schedules for rented spaces and assign personnel.

### **Skills set and Abilities**

- Ability to prioritize work and anticipate for unplanned events and emergencies.
- Ability to communicate verbally and in writing with a diverse group of internal and external stakeholders.
- Ability to supervise, train and coach staff.
- Ability to manage multiple tasks.
- Skilled in planning work assignments and directing small and large projects.
- Understanding of custodial operations and procedures.
- Ability to maintain a positive demeanor in the face of controversial situations.
- Ability to track and analyze large quantity of data.
- Skilled at managing multiple and competing priorities.
- Knowledge of fumes or airborne particles and toxic chemicals.

### **Education and Experience**

#### *Education*

- Community College or Vocational school degree with study in job related area. Bachelor degree preferred.

#### *Experience*

Minimum of 4 years' management experience in custodial maintenance or lead.

Must have working knowledge of cleaning equipment and supplies.

Must have experience supervising staff and identifying and correcting work performance to ensure compliance with policies and procedures.

Must possess computer application skills in word processing, spreadsheet analysis and data base management.

Working experience and knowledge of equipment, materials and supplies used in building maintenance.

## Work Environment

On call 24/7. Assigning substitute employees, fielding calls and answering questions or problem solving 4:30 am through 11:30 pm Monday through Friday, on call weekends and off-duty hours. Regional emergency assignment, authority to assign maintenance and custodial personnel to meet emergency needs or secure contractors as required to satisfy emergency issues.

<b>ADDITIONAL INFORMATION</b>	
<b>Employee Unit</b>	4J Association (4JA) - Professional
<b>Pay Grade</b>	Grade 7
<b>Developed By</b>	Doug Lemley, Custodial and Grounds Supervisor (Former), Jon Lauch, Director - Facilities and Dr. Celia Feres-Johnson, Director - Human Resources.
<b>Approved by</b>	Jon Lauch, Director - Facilities and Dr. Celia Feres-Johnson, Director - Human Resources
<b>Last revised</b>	6/6/2012; 6/9/2004